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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/029,769	10/19/2001	Karen E. Riley	10022/178	4749

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EXAMINER

NGUYEN, TAN D

ART UNIT PAPER NUMBER

3629

DATE MAILED: 08/29/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/029,769	RILEY ET AL.	
	Examiner	Art Unit	
	Tan Dean D. Nguyen	3629	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 28 October 2002.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-67 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-67 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>10/28/02</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Information Disclosure Statement

1. The information disclosure statement (IDS) submitted on 10/28/02 was filed after the mailing date of the application on 10/19/01. The submission is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

3. The factual inquiries set forth in *Graham v. John Deere Co.*, 383 U.S. 1, 148 USPQ 459 (1966), that are applied for establishing a background for determining obviousness under 35 U.S.C. 103(a) are summarized as follows:

1. Determining the scope and contents of the prior art.
2. Ascertaining the differences between the prior art and the claims at issue.
3. Resolving the level of ordinary skill in the pertinent art.
4. Considering objective evidence present in the application indicating obviousness or nonobviousness.

4. Claims 1, 3-20, 22-28, 30-33, 35-39, 40, 42-46, 47-50, 52, 53-63 and 64-67 are rejected under 35 U.S.C. 103(a) as being unpatentable over (1) GUSICK et al alone or in view of (2) COGGER et al.

Independent method claim 1 is as followed:

1 . A method of providing a service desk capability, the method comprising:

- receiving a request for service from at least one customer selected from the group consisting of an internal customer, an external customer, a global customer, and an e-commerce customer;
- logging the request;
- categorizing the request;
- assigning the request for service;
- resolving the request for service;
- confirming resolution of the request for service; and
- closing the request for service.

In a method and system for monitoring customer request for service, **GUSICK et al** teaches a method for providing a service desk capability, comprising the steps of:

- (a) receiving information (a request for service) from at least one customer selected from the group consisting of an internal customer, an external customer, a global customer, and an e-commerce customer {see Fig. 1, (140), Fig. 2, (200) "*requestor has a question*", [0003 "*customer service support system*"] and the different types of customers listed, [0006]]};
- (b) logging (or recording) the request {see [0057 "*recording*"]};
- (c) categorizing (classifying) the request {see [0004 "*categorizes, organizes*"]};

Art Unit: 3629

(d) assigning the request for service {Fig. 4, 420-470 ("Forward/Assign"), [0058 "the assignment of questions"]};

(e) resolving the request for service {[Fig. 4, 410, 450 ("Answer Question")];

(f) confirming (notification) resolution of the request for service {see [0072] "*question is fully answered is preferably notified*"; and

(g) monitoring the progress by providing a valid start date and a valid end date for the request for service {see [0109]}. As for the limitation of "closing the request for service" in the last step, in view of the general teaching of monitoring/tracking the progress with deadline, it would have been obvious to include well known step of closing the request when answer to question has been met to make the record clear.

In another method for monitoring customer request for service, COGGER et al teaches a method for providing a service desk capability, comprising the step of receiving the request information, tracking the request, and clearly indicate the status of the request: Open, Closed, Referred or Cancelled status {see col. 19, lines 1-5}. It would have been obvious to modify the teachings of GUSICK et al by clearly indicate the status of the request by closing the request upon completion of the request as taught by COGGER et al above.

As for dependent claims 3, 6 (part of 1 above) which deal with information receiving parameters, telephone call, internet message, etc., these are fairly taught in [0004], [0006], Fig. 6 (600). The selection of other well known information communication would have been obvious to a skilled artisan as mere using well known communication method.

As for dependent claims 4, 5 (part of 1 above) which deal with the type of problem or question for the request (problem parameters), i.e. detection of a fault in an IT system, the type of problem is not critical to the scope of the claimed invention and this fairly taught in [0006]. information receiving parameters, telephone call, internet message, etc., these are fairly taught in [0004], Fig. 6 (600). The applying of the same customer service request management to any other problem or issue would have been obvious as mere applying the same steps to other similar problem/issue.

As for dependent claims 7, 8, 10 (part of 1 above) which deal with well known logging/recording parameters, these are fairly taught in [0057, 67-0070].

As for dependent claims 9, 11, 23-27 (part of 1 above) which deal with well known request (problem/issues) categorizing parameters, these are fairly taught in [0004, 0019 "routed either automatically or manually"].

As for dependent claims 12-14, 22 (part of 1 above) which deal with well known request (problem/issues) assigning parameters, these are fairly taught in [0019, 0064, 0068].

As for dependent claims 15-17, 19-20, 28, 32 (part of 1 above) which deal with well known request (problem/issues) resolving parameters, i.e. diagnosing (analyze) the request, searching a knowledge base, resolving the issue, etc., these are fairly taught in [0004, 0019, 0060-0061].

As for dependent claims 18 (part of 1 above) which deal with well known request (problem/issues) closing parameters, these are fairly taught in [0019, 0066].

Art Unit: 3629

As for dependent claims 30-31 (part of 1 above) which deal with well known request (problem/issues) monitoring, tracking, and reporting parameters, these are fairly taught in [0067-0070].

As for dependent claim 33 (part of 1 above) which deal with service system parameters, these are fairly taught in Fig. 1, [0004], [0028].

As for dependent claim 35 (part of 1 above) which deal with well known request (problem/issues) parameters, these are fairly taught in [0003-0006]. As for the type of requested information or service, this is not essential to the scope of the claimed invention and would have been obvious to a skilled artisan to apply the service support system to any type of service or group.

As for dep. claims 36-39 (part of 1 above) which deal with service desk parameters, being properly staff and responding to calls/request within a time frame, these are fairly taught in [0007, 0008, 0109]. As for the specific numbers, these are relative subjective and would have been obvious to set these parameters if desired since no limitation with respect to "quality of the answer/response" are shown. In other word, if quality of the response/answer is not critical, one can achieve the desired staff, speed of answers, % returned calls and % success as claimed above.

As for independent method claim 40, which has similar limitation to independent method claim 1 above, it's rejected for the same reason set forth in claim 1 above.

Art Unit: 3629

As for dep. claims 42-46 (part of 40 above), they have similar limitations as in dep. claims 2, 31, 35, 37-39 (part of 1 above), and therefore, they are rejected for the same reasons set forth in dep. claims 2, 31, 35, 37-39 (part of 1 above).

As for independent method claim 47, which has similar limitation to independent method claims 1-2 above, it's rejected for the same reason set forth in claim 1 above.

As for dep. claims 48-50, 52 (part of 47 above), they have similar limitations as in dep. claims 3, 4, and 35 (part of 1 above), and therefore, they are rejected for the same reasons set forth in dep. claims 3, 4, 35 (part of 1 above).

As for independent system¹ claim 53 which is basically the system to carry out the method of claim 1 above, it's rejected over the system of GUSICK et al used for carrying out the method claim 1 above. Alternatively, it would have been obvious to a skilled artisan to set up respective system to carry out the method used in the rejection of claim 1 above.

As for dep. claims 54-63 (part of 53 above), they have similar limitations as in dep. claims 19-22, 30-35 (part of 1 above), and therefore, they are rejected for the same reasons set forth in dep. claims 19-22, 30-35 above.

As for independent system² claim 64 which is basically the system to carry out the method of claims 1 and 4 above, it's rejected over the system of GUSICK et al used for carrying out the method claims 1 and 4 above. Alternatively, it would have been obvious to a skilled artisan to set up respective system to carry out the method used in the rejection of claims 1 and 4 above.

Art Unit: 3629

As for dep. claims 65-67 (part of 64 above), they have similar limitations as in dep. claims 28, 30 and 34 (part of 1 above), and therefore, they are rejected for the same reasons set forth in dep. claims 28, 30 and 34.

Note, the various limitations with respect to customer service support system parameters such as effective rate of response, time of response, analyzing parameters, type of request (urgency levels), etc., are considered as parameters or variables and the adjustment of these parameters or variables are considered as routine experimentations, varying from each scenario, type of request, type of customer, etc. and would have been obvious to a skilled artisan in view of the general teachings of GUSICK et al or GUSICK et al /COGGER et al, absent evidence of unexpected results.

5. Dependent claims 2, 21, 29 and 34 are rejected under 35 U.S.C. 103(a) as being unpatentable over GUSICK et al as applied to claim 1 above, and further in view of JONES et al.

As for dependent claims 2, 21, and 29 (part of 1 above), in another method for monitoring customer request for service, JONES et al teaches the step of (h) escalating the request for service levels when the trouble ticket (request) remaining unresolved for a time exceeding user specified time intervals and providing alerting messages or page notification to management and recipient (customer) {see col. 5, lines 60-67}. It would have been obvious to modify the teachings of GUSICK et al to include the (h) step above as taught by JONES et al when the trouble request has not been solved on schedule and to alert the management and customer.

As for dependent claim 34, this is taught in JONES et al Fig. 1.

Art Unit: 3629

6. Dependent claim 41 is rejected under 35 U.S.C. 103(a) as being unpatentable over GUSICK et al as applied to claim 40 above, and further in view of JONES et al.

As for dependent claim 41 (part of 40 above), in another method for monitoring customer request for service, JONES et al teaches the step of (h) escalating the request for service levels when the trouble ticket (request) remaining unresolved for a time exceeding user specified time intervals and providing alerting messages or page notification to management and recipient (customer) {see col. 5, lines 60-67}. It would have been obvious to modify the teachings of GUSICK et al to include the (h) step above as taught by JONES et al when the trouble request has not been solved on schedule and to alert the management and customer.

7. Dependent claim 51 is rejected under 35 U.S.C. 103(a) as being unpatentable over GUSICK et al as applied to claim 47 above, and further in view of JONES et al.

As for dependent claim 51 (part of 47 above), in another method for monitoring customer request for service, JONES et al teaches the step of (h) escalating the request for service levels when the trouble ticket (request) remaining unresolved for a time exceeding user specified time intervals and providing alerting messages or page notification to management and recipient (customer) {see col. 5, lines 60-67}. It would have been obvious to modify the teachings of GUSICK et al to include the (h) step above as taught by JONES et al when the trouble request has not been solved on schedule and to alert the management and customer.

Art Unit: 3629

No claims are allowed.

8. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through private PAIR only. For more information about the PAIR system, see <http://pair-direct@uspto.gov>. Should you have any questions on access to the private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll free).

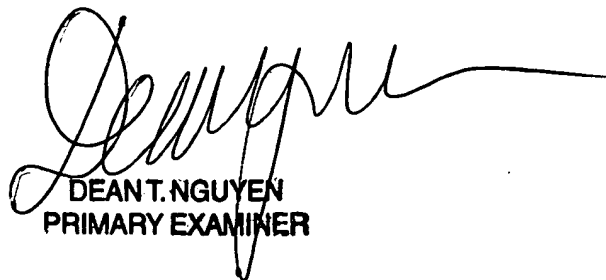
In receiving an Office Action, it becomes apparent that certain documents are missing, e. g. copies of references, Forms PTO 1449, PTO-892, etc., requests for copies should be directed to Tech Center 3600 Customer Service at (571) 272-3600, or e-mail CustomerService3600@uspto.gov.

Any inquiry concerning the merits of the examination of the application should be directed to Dean Tan Nguyen at telephone number (571) 272-6806. My work schedule is normally Monday through Friday from 6:30 am - 4:00 pm. I am scheduled to be off every other Friday.

Should I be unavailable during my normal working hours, my supervisor John Weiss can be reached at (571) 272-6812.

The main FAX phone numbers for formal communications concerning this application are (571) 273-8300. My personal Fax is (571) 273-6806. Informal communications may be made, following a telephone call to the examiner, by an informal FAX number to be given.

dtn
August 24, 2006



DEAN T. NGUYEN
PRIMARY EXAMINER